

Informal Complaints

Presented by Company and Category

These tables present a subset of total consumer contacts. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following tables report the ICs by utility company and the nature of the complaint by category*.

Communications Industry July 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	LifeLine	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Grand Total
ACN Communications Services, Inc.	1	-	-	-	-	-	-	1
AT&T California	24	26	4	4	-	-	15	73
AT&T Mobility	13	-	-	1	-	-	3	17
Bright House Networks Information Services (California), LLC	1	-	-	-	-	-	-	1
Charter	2	-	2	-	-	-	1	5
Comcast Digital Phone	1	-	1	-	-	-	-	2
Consumer Cellular, Inc.	1	-	-	-	-	-	-	1
Cox; Cox Communications; Cox Business	1	1	-	-	-	-	-	2
Cricket Wireless, LLC	1	-	-	-	-	-	-	1
First Communications, LLC	1	-	-	-	-	-	-	1
Frontier California, Inc.	15	2	4	2	-	-	36	59
Fusion Telecommunications International, Inc.	1	-	-	-	-	-	-	1
Global Connection Inc. of America	-	1	-	-	-	-	-	1
GoDaddy.com, LLC	-	-	-	-	-	-	1	1
Intouch America, Inc.	1	-	-	-	-	-	-	1
I-Wireless, LLC	-	3	-	-	-	-	-	3
Life Wireless	-	1	-	-	-	-	-	1
Lifeline Administrator	1	-	-	-	-	-	1	2
Mediacom Communications Corp.	1	-	-	-	-	-	-	1
MetroPCS	1	-	-	-	-	-	-	1
Mitel Netsolutions	-	-	1	-	-	-	-	1
Preferred Long Distance, Inc.	2	-	-	1	-	-	-	3
Race Telecommunications, Inc.	-	-	-	-	-	-	1	1
Sonic Telecom, LLC	1	-	1	-	-	-	-	2
Southern California Telephone Company	-	-	-	-	-	-	1	1
Sprint; Sprint PCS	3	-	-	1	-	-	2	6
Suddenlink Communications	-	-	-	1	-	-	-	1
Telepacific Communications	1	-	-	-	-	-	-	1
Time Warner Cable	2	5	5	1	-	-	2	15
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	1	-	-	1	-	-	-	2
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	10	-	-	-	-	-	10
Verizon Wireless	7	-	-	3	-	-	2	12
Virgin Mobile; Assurance Wireless	-	9	-	-	-	-	2	11
Total ICs Sent	83	58	18	15	-	-	67	241

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Energy Industry July 2019

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
Clean Power Alliance	1	-	5	-	-	-	6
East Bay Community Energy	-	-	1	-	-	-	1
Pacific Gas & Electric Company	29	-	11	4	-	18	62
Plumas Sierra Rural Electric Coop	-	-	-	-	-	1	1
San Diego Gas & Electric Company	9	-	-	5	-	2	16
Southern California Edison Company	91	-	5	16	-	25	137
Southern California Gas Company	11	-	2	-	-	5	18
Southwest Gas Corporation	-	-	-	-	-	1	1
Total ICs Sent	141	-	24	25	-	52	242

Water Industry July 2019

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
California American Water Company	5	-	-	-	-	-	5
California Water Service Company	3	-	2	-	-	-	5
Golden State Water Company	2	-	-	-	-	-	2
Liberty Utilities (Park Water) Corp.	1	-	-	-	-	-	1
Live Oak Springs Water & Power Co.	0	-	-	-	-	1	1
San Jose Water Company	1	-	-	-	-	-	1
Total ICs Sent	12	-	2	-	-	1	15

*Category Definitions
**Companies Sorted by Code
**Companies Sorted by Utility Name